		Page 1
1	UNITED STATES DISTRICT COURT	
2	WESTERN DISTRICT OF	OKLAHOMA
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	MATTHEW FERO, ET AL.,	)
5		)
	Plaintiffs,	)
6		)
	vs.	) Consolidated Case
7		) No. 6:15-CV-06569 EAW
	EXCELLUS HEALTH PLAN INC., ET	)
8	AL.,	)
		)
9	Defendants.	)
		_)
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15	VIDEOTAPED DEPOSITION OF JONATHAN M. ORSZAG	
16	Los Angeles, California	
17	Wednesday, October	30, 2019
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20		
21		
22	Stenographically Reported by:	
	AMANDA J. KALLAS	
23	CSR No. 13901	
24	Job No. 3567249	
25	PAGES 1 - 169	

Page 42 Page 44 1 and experience designing conjoint analysis, I will the value of product features. 2 defer to others. BY MR. MILLER: 3 Q Okay. And as -- is his report the only Q And I -- and whether it's preferred or not, material produced by him relating to conjoint other is it an economic methodology that can be used than published papers that you've ever reviewed? reliably to estimate the value of product features? A I believe --MR. KARLSGODT: Objection to the form of the 6 6 7 7 MR. KARLSGODT: Objection to the form of the question. Improper foundation. 8 8 THE WITNESS: In certain circumstances, it is question. And improper foundation. THE WITNESS: I believe so, yes. But 9 a tool that can be used to measure the value of a 10 sitting -- I mean, it's possible that I've seen 10 product feature. BY MR. MILLER: 11 something else. 11 12 BY MR. MILLER: 12 Q Okay. In a reliable way? 13 Q Okay. Do you have any reason to doubt that 13 A In a reliable way. Professor Allenby has a requisite skill and training 14 Q Okay. So you said sometimes it's a tool 14 15 to design and implement a conjoint analysis? 15 that's used, and it may not be the preferred tool. 16 16 A Same answer I just gave, I have no view one When would you consider conjoint to be a 17 way or the other. 17 preferred tool, and when would you consider it to 18 O Okay. So we've -- we've used a weird word 18 not be a preferred tool? 19 for normal people for a long time now called 19 A Surveys have pros and cons. And one con, for 20 "conjoint analysis." 20 example, is it -- it may not reflect real world 21 Can you explain what conjoint analysis is? 21 transactions, that what people say and what they do 22 A It's a shorthand description of a -- the 22 may be different. And so when one has available 23 concept of considered jointly surveys. And the most 23 transaction data, for example, transaction data may basic idea I think in -- I'll -- I'll just -- I'll 24 provide a deeper insight into the value of a product 25 be in Professor Allenby's framework, is a 25 feature than the use of a survey. On the other Page 43 Page 45 1 choice-based conjoint survey. hand, transaction data may not be feasible for a new 2 There are other versions of conjoint that one product offering, or a new feature. And so a survey 3 can find out they're, say, rating -- say rating appropriately designed in it -- those circumstances based or ranking based. But we'll be in a where a survey could make sense, can provide better choice-based world, because that's the world in insight than, say, the use of transaction data. 6 which we're operating in terms of the reports. Q Okay. And what about retrospectively using 7 And what the survey does is it gives survey survey data to value a product feature in the sort 8 respondents a -- a choice set to choose from, where of but-for world that it's being used in this case? one varies various features of the choices -- the Is -- is it your opinion that conjoint can be a 10 products that they have access to or choose from. 10 reliable tool in that situation, under the right 11 And based on those survey responses, one can use 11 circumstances and designed correctly? 12 that data to analyze and develop the value of 12 MR. KARLSGODT: Objection to the form of the 13 various product features. If the survey is 13 question. Vague. 14 implemented appropriately and the -- and you get 14 THE WITNESS: When one has available 15 reasonable responses. 15 transaction data, it's -- one would have to -- when 16 Q Okay. And so conjoint analysis, assuming 16 one has appropriate transaction data, those real 17 that you -- it's designed correctly, would you agree world transactions would trump hindsight surveys in 17 18 that it's a recognized scientific methodology for 18 every circumstance that I can consider sitting here 19 estimating the value of product features? 19 today. 20 MR. KARLSGODT: Objection to the form and 20 BY MR. MILLER:

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Q Okay. And I understand that.

the value of a product feature?

So putting that to the -- to the side, when

can conjoint analysis be used reliably to estimate

there is not actual transactional data available,

foundation of the question.

THE WITNESS: I -- I won't agree to the

precise words that you use there, but what I'll

agree is it's a tool that is used, although it may

not be the preferred tool that is used, to measure

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Page 46 Page 48

1 A It depends on the circumstances, so I can't

give you a general answer there.

3 Q Okay. But it's -- it's possible; would you 4 agree that?

5 A As a matter of theory, it's possible. But

there's many conditions that would need to be met in

7 order for that theoretical possibility to be

8 correct.

9

Q Okay. So I -- I want to go back just a

10 little bit. You said for surveys in general, they

11 may not reflect what's happening in the real world

12 because you're asking people what -- what their

13 opinion is rather than looking at what they actually

14 do; right?

15 A That is correct.

16 Q Okay. But conjoint analysis is not -- would

you agree with me that conjoint analysis is slightly 17

18 different than general survey analysis of asking

19 opinions because conjoint asks the survey taker to

20 pick a product with certain features, it does not

21 ask them their -- it does not directly ask their

22 opinion about any specific feature?

23 A True. But you -- you're asking for how -- if

24 presented a choice set, what they would choose and

25 what they say they may choose could be very 1 of what somebody says and the actual decision where

they have to open up their wallet and make a

decision, that -- the information that is conveyed

by them opening up their wallet and making a

decision is far more valuable and accurate than

relying solely on what people say they will do.

Q Okay. Are you aware of any studies where the

authors were able to compare conjoint preferences

that were provided on a survey method with real

10 world transactional data relating to the same

subject matter?

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12 A It's been some time since I've reviewed

13 various papers. I believe, if I recall, in one

paper that may have been cited in Professor Rossi's 14

book chapter, that that work was done. But sitting

16 here today, I don't -- I don't have a fresh

17 recollection. But it would not surprise me that

18 somebody has actually tried to test whether survey

19 results for a particular product feature produce

20 results similar to what one observes in the

21 marketplace.

22 Q Okay. And would it surprise you that the

transactional data confirmed that the conjoint study

24 was reliable?

MR. KARLSGODT: Objection to the form of the

Page 47

1 different than if they actually had to shell out

2 their own money and what they may choose in the

3 marketplace. Especially when the choices in the

marketplace are different than the choices presented

5 to them in a conjoint survey, by definition, has to

limit the information that is conveyed, or if not,

7 you would overload the survey respondent.

8 Q Right.

9 But what I'm trying to get at is, conjoint

10 analysis is not a survey where you ask someone,

11 "what do you think about wireless connectivity being

12 included on a camera"; it's a methodology where you

give the survey respondents various cameras, with

14 different product features on them, with prices,

with brands, and ask them, in an indirect way, to 15

show their opinion through their -- their survey 16

17 choice of a product?

18 A As I answered, what people say and what

19 people do can be different. You're not asking, in a

conjoint survey, for somebody to open up their

21 wallet or take out their credit card and make an

22 actual buying decision. You're asking them to say

23 what they would do. And what an individual says

24 they will do and what they actually may do can

25 differ. And so if one's between those two choices

question. Vague. 1

THE WITNESS: I'm -- I'm aware of

circumstances generally where surveys have been

correct, and when they have been incorrect. And so

I -- I am not aware of any systematic analysis that

has -- sitting here today, that has tested in

circumstances, like for the healthcare space, where

there's a relationship between a conjoint result and

a transactional result.

10 BY MR. MILLER:

11 Q Okay. And I'm not asking you to -- to say

12 every conjoint study is going to give you reliable

13 data that would match up with real-life

14 transactional data. I'm just -- I think you said

15 this before, it is possible, through conjoint study,

16 to get a reliable estimate of -- that would line up

17 with actual transactional actions that people take

18 in the real marketplace; is that correct? A I guess it's possible because a broken clock

20 is also right twice a day. So I don't know if I --

21 the answer is yes. I think that generally speaking,

22 there are circumstances where -- in -- in sectors in

23 the marketplace, where appropriately designed

24 conjoint analysis can produce reliable results. But

there are certain conditions in -- under which it's

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Page 49

Page 94 Page 96 1 Q And what expert were you responding to? experiences. 1 2 A Professor Rossi. 2 A I -- I haven't reviewed that --3 Q Okay. And that's Peter Rossi? 3 Q Okay. 4 4 A Yes. A Or I don't recall that section of the 5 5 Q And you know where he's a professor? testimony, but I can agree to that first proposition 6 A Yes. At UCLA. that you offered, that conjoint may very well be a 7 Q And in Premera, did Professor Rossi actually poor estimator of damages in certain cases. 8 conduct a conjoint study for class certification? 8 Q And I -- I guess -- well, let's just go --9 A No. let's just go to the details more, I guess. 10 Q Okay. And was that -- did you criticize him 10 So I want to paraphrase again another of your 11 for that as well? 11 critiques of Professor Allenby's report. And that's 12 A Yes. 12 that -- you say that he's -- we --13 Q Okay. But other than this case and Premera, 13 Do you say that he's used data security 14 you're not familiar with the level of -- of detail 14 attributes and levels that are not meaningful? 15 or implementation of a conjoint study at the class 15 A I -- I prefer to use my precise words than your paraphrasing of those -- of those --16 cert phase? 16 17 17 A I -- I am not a lawyer. I am an economist. Q Okay. 18 18 A -- of those words. But as a general matter, Q Okay. 19 A And as an economic matter, Professor 19 I -- one of my critiques of his report is that the 20 20 Allenby's report does not provide sufficient words that he proposes to use do not connect to real 21 21 information to determine -- in fact, it's quite world -- the real world situation. 22 clear, it's -- it's not possible from what he's 22 Q So I guess maybe it's helpful to just turn to 23 23 proposed to do, that one can produce any reliable the sections of the report. 24 results. 24 A Page 25 of my report we can go to, if you'd 25 Q So are you -- is your criticism that there is 25 like. Page 95 Page 97 no way to do that, or just you don't believe that 1 Q All right. So -- so in this section, it 1 Professor Allenby has sufficiently set forth a way? starts on Page 24 of your report, your criticism is 3 MR. KARLSGODT: Objection to the form of the of the use of the -- of the -- both the attribute 4 question. Compound. itself, data security practices, and of the levels 5 THE WITNESS: Given the facts and that will be offered, which are "all" and "most"; is circumstances in this case, I do not see a way in that correct? which what he has proposed to do, it is possible to A I -- I think I focus more on the -- the measure damages on a class-wide basis reliably. latter than the former. 9 BY MR. MILLER: 9 Q Okay. So you are -- your criticism is more 10 Q Okay. Did -- so do you understand that 10 that "all" and "most" are not -- not good 11 Professor Allenby at his deposition even agreed -descriptions of the attribute or levels of the 11 12 I'm paraphrasing, but agreed essentially that 12 attribute; is that correct? conjoint analysis isn't always recommended or isn't 13 A I -- there's no connection between those always going to be reliable for a certain situation? 14 words and actual practices in any meaningful way 15 Are you familiar with that? 15 that could be useful from an economic perspective 16 A Generally, I agree -- I can agree to that 16 for measuring damages in this case. 17 general proposition. 17 Q Well, so what has to be -- do you -- do you Q Okay. think consumers can understand the difference 18 18 19 A Yes. 19 between "most" and "all"? 20 O Yeah. 20 MR. KARLSGODT: Objection to the form of the 21 And he -- he gave some examples like sensory 21 question. Vague. 22 experiences or sense are not good for survey 22 THE WITNESS: I believe that's a -- as a 23 methodology and conjoint analysis because they're 23 matter of -- of words and semantics, yes, they

understand "all" versus "most." But what -- what

that means to their purchasing decisions, those are

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difficult to -- they mean different things to

different people, stuff like that. They're sensory

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Page 120 Page 118

- 1 may have less value and some may have more, of
- 2 course.
- 3 Q Are you aware of any studies that find,
- after -- after putting a feature on a conjoint
- survey, that the respondents did not ascribe any
- part worth value to that feature?
- 7 A I mean, I haven't committed every -- usually
- 8 when the -- when that's the case, it's a feature
- that's insignificant, so I have not sort of
- 10 committed those to memory. But that -- I've -- I
- 11 couldn't give you examples in hedonic regressions
- 12 that features didn't matter, but I'm absolutely
- 13 positive it happens.
- 14 Q Okay. And if -- if -- if that's the case
- 15 then, if the feature doesn't matter, including on
- 16 those surveys did not result in the consumer valuing
- 17 it; right? If you got -- if the result of the
- 18 survey, there's no part worth value to the
- 19 feature -- the consumer has told you, through the
- 20 survey, through their choices, that it didn't matter
- 21 to them. You haven't told them by not having it on
- the conjoint that it doesn't matter to them. 22
- 23 A And why --
- 24 MR. KARLSGODT: Hold on, make -- make sure
- you give a pause so I can make an objection. 25

- 1 Q So I'm trying to understand. You're saying
- that we can never -- are you saying that we can
- 3 never measure insignificant attributes because
- 4 simply including them on the survey is going to
- 5 result in them being valued?
- 6 A No, that's not what I'm saying. Not at all.
- 7 Quite the contrary.
- Q Okay. Would you expect, in a conjoint
- survey, that if a product feature had no value to
- 10 consumers that the result of the survey would be
- 11 that it contributed no part worth value to the
- 12 product?
- 13 A If one includes all of the attributes which
- 14 have value to consumers, one -- the consumer will
- 15 discount the one -- the -- the insignificant one.
- But if one ignores the factors and attributes that 16
- 17 consumers value, but include insignificant ones,
- 18 consumers may assign value to the insignificant one
- 19 that an other -- otherwise would have gone to the
- 20 appropriate one that they would have considered,
- 21 which had been excluded from the study.
- 22 Q Okay. And what -- what are -- what are your
- 23 sources for that?
- 24 A I cite to those in -- in my report.
- 25 Q Can you point me...

1 A Footnote 100 would be one example.

2 Q Is it -- is it all of the sources in 100, or

is it -- or is it the last one?

A I think there are three sources, and I --

5 this comes up in all three, if I recall.

Q Okay. And you -- you keep saying that if you

include an attribute that's insignificant and

8 exclude others, that respondents may assign value to

9 it.

10 Do you expect that they will assign value to 11

it? 12 A You create the environment for potential bias

13 by excluding relevant factors and including

14 irrelevant ones.

15 Q But do you expect that you will -- that 16 people will assign a value to something they

17 formerly thought was -- didn't even think of or

18 thought was insignificant simply because it's included?

20

A That's the risk, and that's why one should 21 seek not to do that. And that's precise -- I don't

22 think, if you read Professor Allenby's work, he's --23 he makes those arguments when he's writing in his

24 academic work that one should include meaningful

attributes as part of the analysis. He doesn't say,

- Page 119
- 1 MR. MILLER: Strike -- strike -- strike the question. Strike the question. Okay.
- 3 BY MR. MILLER:
- Q Do you believe that if an insignificant -- an 4
- 5 insignificant feature to a consumer is placed on a
- conjoint survey that one would expect that the
- 7 result of the survey would be to conclude that the feature does not contribute part worth value to the 8
- 9 product?
- 10 A I cannot agree to that proposition because by
- 11 the inclusion of it, if it is not, in the real
- world, a factor, that may put extra emphasis on it,
- 13 and thus overstate the value of that feature.
- 14 Q So then how do you -- how -- how do you
- 15 determine what is important to the consumers? 16 A By going into the -- instead of dictating to
- 17 consumers what they -- you think they should
- 18 consider, one should listen and use real world data
- 19 about what they do consider. And Professor Allenby 19
- 20 has not put forward any evidence that the -- that 21 consumers consider data security, A. And there --
- 22 the paper -- paper or papers that he cites show that
- 23 consumers value significantly the provider network, 24 a factor that he did not include in his proposed
- 25 conjoint survey.

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Page 121

Page 146

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1 If you put into the conjoint a fake price, you will get fake answers. And my point is that if

one is analyzing the group market, one has to

4 reflect the real world of what the group choices

5 are, not just have make-believe prices.

Q Okay. So -- but you agree in conjoint that

7 the -- the attributes are combined in ways that 8

don't necessarily reflect the same items that exist in the real world as a tool to understanding

10 consumer preference and valuation of certain

11 attributes?

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12 A Potentially, yes. But if the price -- the

13 differences in the prices between those options are

not -- doesn't -- don't comport at all with the real

15 world, then the inferred value for each of the

16 changes will be wildly wrong.

17 Q Don't you sometimes -- don't -- in some

instances, couldn't you have a conjoint at least one

19 survey where price was the same for each product?

20 A That is correct.

21 O Or --

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22 A You could -- that is correct. But you asked

23 me at the beginning of this whole thing about gold,

24 silver, and bronze plans. And my point was that the

25 price of those different products could be -- could

be very different in the group market. And the differences in the prices that would be negotiated

3 by that benefits manager need to be reflected in the

choice set that is being offered, or if not, you're

5 not getting -- you will not have appropriate

calculations of the value of each product feature. 7

Q Okay. So I think maybe we just started with a -- an example that maybe wasn't the best one to

8 9 start off with.

10 But would you agree that -- that conjoint is

11 about offering products with various features that 12

may not actually exist in the real world, and

13 determining people's -- determining the part worth

14 of the different features based on people's

15 expressed valuations through their choices of the

16 products in the product grid?

> A One way in which conjoint has been used is to 17

18 create a hypothetical world for a -- say, a new

19 product feature. But that doesn't mean that we

20 should divorce the elements of the products that

21 would be offered -- the other elements of product

22 features from reality as part of that analysis,

23 because you start adding a new product feature on

24 top of incorrectly specified product features, and

25 that leads to unreliable results. 1 Q Okay. Another one of your critiques of

Professor Allenby's report is, you -- you make a

claim that he hasn't determined that preferences

relating to data security have not changed over

5 time; is that correct?

A That is correct.

Q Okay. And I guess your -- so the -- what

you're basically saying is, for data security, it's

impossible to use survey data today because the

10 demand for data security practices has increased,

11 and you base -- are you basing that off of some

12 surveys? Is that the gist?

13 A I don't agree with your -- the description. 14

The way I would describe it is, he makes an

15 assumption, this assumption -- and I don't think

16 there's a disagreement, I think he actually

17 explicitly makes this statement. That in his view,

the preferences today are similar to the preferences

19 at the time that the decisions were made. Period.

20 That is an assumption.

21 The question is, he has no empirical support

22 for that assumption, he doesn't put forward any, he

23 doesn't suggest any. He says, period, that is my

24 assumption.

25 Q Okay.

Page 149

Page 148

1 A I present --

> 2 If I may.

3 O Yeah.

A -- a variety of different data points that

show that it's quite likely that preferences have

changed quite significantly during this time period,

in fact, almost certainly have changed

significantly. And he -- it's -- it's incumbent

9 upon him, making the assumption, to justify his

10 assumption, but he has not put forth any support for

11 that. And that is the critique of his -- on -- on

12 this point.

Q Okay. But you don't -- would you agree that 13

14 you do not have any -- can you tell me how much

15 consumer preference for data security has changed in

16 the last ten years?

A I can't give a precise point estimate. But I

18 point to a whole host of evidence on a number of

19 pages, from surveys to data about actual breaches,

20 that suggest that there have been quite significant

21 changes in people's views about the security of

22 their data, of their personal information. And that

23 those views have not been stable over time.

24 Q Does -- so -- but does that necessarily mean

that the part worth value that a consumer would

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Page 150 Page 152

1 place on data security would be any different?

2 MR. KARLSGODT: Objection to the form of the 3 question. Improper foundation.

4 THE WITNESS: Professor Allenby makes the

5 assumption that it -- that the preferences are the

same. The preferences are not the same, that would

7 cause a change in that part worth.

8 And he provides no justification for that

9 assumption. No empirical evidence, no data, no

10 nothing. Literally zero. It's just a statement

11 that it is the assumption.

12 I have a variety of survey evidence and other

13 evidence that suggests there's been quite

14 significant changes in perceptions about data

security. This is not my assumption; this is his 15

assumption. So it's not my -- he has to prove that 16

17 his assumption is correct in order to make it.

18 BY MR. MILLER:

19 Q Okay. And so in your report, the surveys

20 that you're referring to, are those -- are those --

21 so I guess what -- what you're saying, and correct

22 me if I get it wrong, you're saying, first, wasn't

23 your burden to -- to cite any surveys whatsoever,

24 you think the report is flawed because there is an

assumption regarding consumer preference for data 25

- security that it hasn't changed over time, and that
- you don't believe there's support for that 2
- 3 assumption?

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MR. KARLSGODT: Objection to the form of the 4

5 question. Compound.

6 THE WITNESS: I think the simplest way to say

7 it is if I included nothing to support the evidence

that suggested it has changed, it's still his --

9 it's incumbent upon him as a researcher to explain

10 his assumptions and the bases for his assumptions.

He failed to do that. That's -- that's his burden 11

12 to do that, as a researcher, to explain his logic

13

14 But I go beyond that. I don't just say,

15 well, he -- it's a burden on him to do that. I then

16 present pages of evidence that are consistent with a

significant change in preferences and inconsistent 17

with his assumption. 18

19 BY MR. MILLER:

Q And so the -- the -- the studies you cite, 20

none of them relate specifically to health

22. information; is that correct?

23 A I would need to look at each and every one,

24 there may be that there's cross tabs in some of

these that look at companies specific that deal with

1 health companies.

2 But sitting here today, I don't recall any

that are specifically on -- on health information.

But there may be cross tabs undergirding certain of

these that would allow for an analysis just of

6

7 Q Okay. And you're not saying definitively

8 that you have any evidence that the part worth

demand for data security has increased, relevant --

10 relative to other attributes over time. You're just

11 saying that some survey evidence leads you to

12 believe that it's something that should be looked

13 into; is that fair?

14

MR. KARLSGODT: Objection to the form of the

15 question. Compound. Improper foundation.

THE WITNESS: I think that it's incumbent 16

17 upon Professor Allenby to support his assumptions.

18 He's failed to do that. If he puts forward evidence

19 that supports his assumptions, I can evaluate that

20 evidence, period.

21 BY MR. MILLER:

22 Q So in -- in your opinion, is it necessary

23 when conducting conjoint to determine whether

24 preferences have changed between the time the survey

is conducted and the time you want it to apply to? 25

Page 151

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Page 153 A It's not -- I mean, Professor Allenby has

2 stated that that's his assumption, that there hasn't been a change. So I don't think there's a

disagreement that it's a necessary condition of his

model for a survey today to apply to other time

periods for preferences not to have changed. And he

7 has not presented any evidence that that -- that

8 that is consistent with that conclusion.

Q Okay. Are you aware of any tools or ways to adjust models in conjoint analysis to take into

11 account possible changes in preference over time?

A I'm aware generally of ways that you can take into account changes in market structures and -- and consumer preferences, but it's not clear how one

15 would do that in this case.

Q Okay. You have some other criticisms, I just

17 want to go over -- or critiques, I want to go

18 over -- one is related to the sample size, you say 19 it may be on the low side. Is that something that

20 can be corrected by just increasing sample size?

A Within its own four corners, adding sample

22 size may correct that. But obviously, you have an issue of making sure they're good respondents, et 23

24 cetera, but within the four corners, the -- my point 25 here was he provided no support for the conclusion